

TO ALL STAFF:

Please fill out the “**Report Card**” below and be sure to tell us which site and department you most closely identify with. Submit this completed **Report Card**. Your opinion, experience, and knowledge is essential to the success of the implementation of the Best Practice Guidelines. Please be honest in your feedback!

Thank you for your participation.



Report Card



Person-and Family-Centred Care: How are we doing?

MY DEPARTMENT: _____		Needs Improvement 1	2	3	4	Excellent 5	Not Observed
1.1 Therapeutic Relationships	Do staffs introduce themselves to residents and explain their role?						
	Do staff address residents' by their preferred name or do they use words like "honey", "dear" etc.?						
	When proceeding with care or interaction do staff explain what is going to take place to the resident?						
	Do staffs adjust their communication style to accommodate the person's needs? e.g. cognitive and hearing loss						
	Do staff meet resident needs even though "it isn't their job" if they are able to safely do so?						
	Do staff give residents' their full attention and use direct eye contact (when culturally acceptable) to observe the person when they are speaking?						
	Do staff actively listen without interrupting; be open; Accept and validate what the resident is saying?						
1.2 Empowerment	Do staffs take the time to understand the residents' as individuals? e.g. personal history, past experiences						
	Do staffs intentionally start with what matters most to a resident when delivering care?						
	Are resident's given choice (not assumed because of routine)?e.g. in clothes that they want to wear, what drinks they have at meals etc.						
	When residents ask questions or are given information are they given explanations in a manner they can understand?						
1.3 Seeking Insight	Are residents asked what they think their strengths and health needs are? (perceptions, knowledge, and understanding of their health)						
	Are residents asked what they hope happens on a regular basis?						
	Are residents asked who they wish to involve in their care and to the degree to which they wish them to be involved?						
1.4 Meaning and Experience of Health	Does documentation occur so that all staff are able to know the wishes and preferences residents may have regarding their care?						
2.1 Plan of Care That's Meaningful	Are care plans based on the residents' goals?						
	Staffs is aware of risks that residents have chosen to take and understand their right to do so given the supporting documentation in their day to day care and planning?						
2.2 Engagement	Staffs respects residents' as experts on themselves and their life?						
	Do staffs seek confirmation from the person that the choices being offered are consistent with what is important to the person?						
3.1 Personalization	The way in which the delivery of care is given is dependent on the wishes of the resident.						
	Staff support family presence and involvement according to the wishes of the resident						
	Staff are sensitive to non-medical dimensions of care (culture beliefs, values, and spirituality)						